

PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Application No.: 10/616,006
Filing Date: July 9, 2003
Applicant: Luca Rigazio
Group Art Unit: 2626
Examiner: Jakieda R. Jackson
Title: Speech Data Mining for Call Center Management
Attorney Docket: 9432-000241

Mail Stop Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, Virginia 22313-1450

AMENDMENT

Sir:

In response to the Office Action mailed July 29, 2008, please amend the application as follows and consider the remarks set forth below.

Amendments to the Claims begin on page 2 of this paper.

Remarks begin on page 14 of this paper.